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1. (Amended) [A call center] Apparatus for caller information retrieval comprising:
a customer service response system (CSRS) capable of responding to an incoming [telephone] telephony call from a calling party by playing a message to said calling party;
a graphical user interface (GUI) electrically coupled to said CSRS and configured to receive and display information from said CSRS;
wherein said information received from said CSRS originates from said calling party.

2. (Amended) The [call center] apparatus for caller information retrieval according to Claim 1 wherein said GUI is configured to selectively initiate another message being sent from said CSRS to said calling party.

3. (Amended) The [call center] apparatus for caller information retrieval according to Claim 1 wherein said GUI displays a plurality of possible messages that may be sent from said CSRS to said calling party.

4. (Amended) The [call center] apparatus for caller information retrieval according to Claim 3 wherein at least one of said plurality of messages is customizable.

5. (Amended) The [call center] apparatus for caller information retrieval according to Claim 1 wherein said CSRS further includes a voice recognition program which is capable of converting voice signals into text messages.

6. (Amended) The [call center] apparatus for caller information retrieval according to Claim

1 wherein said CSRS further includes a voice recognition program which is capable of
converting text messages into voice signals.

7. (Amended) The [call center] apparatus for caller information retrieval according to Claim
1 wherein said GUI provides an option for bypassing said CSRS.

8. (Amended) The [call center] apparatus for caller information retrieval according to Claim
1 wherein said CSRS is an adjunct to a telephone.

9. (Amended) The [call center] apparatus for caller information retrieval according to Claim
1 wherein said CSRS is capable of responding to a plurality of incoming telephone calls from
a plurality of calling parties by playing a message to each of said calling parties.

10. (Amended) The [call center] apparatus for caller information retrieval according to Claim
1 wherein said CSRS is configured to receive voice and text messages.

11. (Amended) The [call center] apparatus for caller information retrieval according to Claim
1 wherein said message is a voice message.

12. (Amended) The [call center] apparatus for caller information retrieval according to Claim
1 wherein said message is a text message.

13. (Amended) The [call center] apparatus for caller information retrieval according to Claim

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cont.